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## FACT SHEET

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### **2006–2007 Ralph N. Kleps Award Recipient: NapaHelp.Info Court and Community Referral System, Superior Court of Napa County**

This program has created a comprehensive, easy-to-use, public access database of community services that enables the court to expeditiously refer families and individuals to those services.

#### Why This Program Is Innovative

- Through a court-community collaboration, the NapaHelp system has both increased and enhanced the process of referrals to community services, in family law particularly but in other areas of the court as well.
- Internet access is provided to the court, information and referral (I&R) professionals, and the general public.
- Established court-community partnership, ensuring long-term sustainability.

#### Problems the Program Was Designed to Address

Often these families have needs beyond the legal system, such as alcoholism or homelessness, that are creating increased risk for their children. Prior to Unified Family Court (UFC) and NapaHelp, the court did not have detailed information about the availability of community services, restrictions on services or eligibility requirements, or designated court liaisons at each agency. Thus, assistance to UFC families that would make a measurable difference required a coordinated service referral system with appropriate information-sharing protocols.

#### Program Goals and Desired Outcomes

- Develop and maintain a comprehensive, searchable, easy-to-use, online public access database of community services, in which the agencies themselves can easily enter/update their own information, real-time, via the Internet.
- Ensure timely and cost-effective service delivery and make information available to court bench officers and staff, including the UFC resource specialist; I&R professionals throughout Napa County; and Napa County residents.
- Expeditiously refer families to services and share appropriate information between the court and service providers.
- Monitor the delivery of services to families referred by the Family Court.

#### Actual Program Outcomes and Benefits

- Over 75 agencies and 300 programs are currently entered into NapaHelp.
- From August 2005 through July 2006, 432 referral actions were taken by FCS.
- As of July 31, 2006, over 12,986 searches had been conducted.
- Court staff can now assist customers with information on community services.
- Individuals may search NapaHelp with the public access terminals in the court.
- The Volunteer Center has proposed to use NapaHelp for a Senior Link Project to provide comprehensive information and assistance to older adults.
- HelpLink/United Way of the Bay Area has proposed a multicounty 211 call center. A data-sharing agreement is being considered with NapaHelp as the platform.

#### How This Program Was Originally Funded

The program was initiated under the Unified Family Court (UFC) program.

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|---|-----------|
| Resource House Windows Software License<br>(1st year only purchase) | \$ 5,000  |
| Resource House Staff Training                                       | \$ 1,000  |
| Annual North Light applications licensing, Web-hosting fees         | \$ 6,750  |
| Staff AIRS/InfoLine Taxonomy Training                               | \$ 300    |
| Annual domain name usage  | \$ 150    |
| Annual subscription to AIRS/InfoLine Taxonomy                       | \$ 200    |
| Total   | \$ 13,400 |

#### Ongoing Budget and Staffing Impacts

Subsequent-year system costs are \$7,100. Ongoing staff costs include a half-time operations manager position and limited IT direct support. The Napa Valley Coalition of Non-Profit Agencies' executive board voted in June 2006 to assume fiscal sponsorship for NapaHelp. The coalition is seeking approximately \$51,000 to cover operational costs. The court contributes in-kind support of approximately \$26,000.

#### How the Program Is Sustained

- System credibility is ensured by regular review of agency additions and routine reminders to confirm accuracy or update data.
- NapaHelp access will expand to Spanish speakers once funding is provided.
- Regular meetings with participating agencies and community leaders.

#### Recommendations for Courts Wanting to Replicate This Program

- Meetings with community stakeholders early in the project are critical to ensure consideration of issues such as stakeholder roles, planning and operations, and initial and long-term funding.
- The court's willingness to take on the leadership role must be assessed. A court might choose a lesser role, one that would leverage its resources and expertise.

#### Contact:

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#### Additional resources:

Ralph N. Kleps Award information, [www.courtinfo.ca.gov/programs/innovations](http://www.courtinfo.ca.gov/programs/innovations)  
NapaHelp.Info Web site: [www.napahelp.info](http://www.napahelp.info)  
Superior Court of Napa County's Web site: [www.napa.courts.ca.gov](http://www.napa.courts.ca.gov)